

Service Manager (Principal Occupational Therapist)

JE Code: JE2347

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** | |
| **Service** | Adults |
| **Reports to:** | Head of Service |
| **Job Family** | Professional and Technical |
| **Grade:** | K |
| **Political restricted** | N |
| **Date:**  **JE Code:** | February 2022  JE2347 |

**Key Deliverables**

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| **1.** | Delivering inspiring and motivational management to develop and guide a team of Occupational Therapists providing advice and feedback to ensure continued development and delivery of high-quality work. Contribute to re-design of the service, leading on transformation and organisational change with a strong focus on delivery of objectives. |
| **2.** | To champion excellence in Occupational Therapy practice and undertake Principal Occupational Therapy responsibilities as specified in the Care Act. To develop and implement Occupational Therapy Quality Standards and an Assurance Framework, exploring the use of a range of methods such as themed audits and observation of direct practice. |
| **3.** | To develop and implement a workforce strategy and plan for the COT Service, that includes ensuring the team has the right skill mix, achieved by robust recruitment and retention and developing a range of progression opportunities to support career development. Working to attract new people into Occupational Therapy and engaging with external partners to raise the profile of social care, maintaining and sharing up to date expert knowledge including research and case law updates |
| **4.** | To take responsibility for continuous professional development within the team, ensuring relevant knowledge of new national and local initiatives is maintained, communicated, and implemented. Innovate ways of supporting learning and development using, for example, e-learning, coaching and shadowing. |
| **5.** | Ensure a high standard of management across the service, including completion of 1:1s, reflective practice case management discussions, peer learning events and team meetings. Working with colleagues to ensure delivery of appropriate training and monitor and address performance and fitness to practice issues. Manage complex HR issues ensuring matters are resolved in accordance with policies. |
| **6.** | To take the lead on high priority, complex casework as agreed, for example, where there are safeguarding or mental capacity issues or where a review of complex work is required. |
| **7.** | Manage and monitor service budgets to ensure that financial targets are met, forecasts are accurate, and systems are in place to identify pressure areas and respond appropriately. To promote Occupational Therapy as a key component of multi-disciplinary and integrated working in order to drive new ways of working and identify and achieve efficiencies and or savings. |
| **8.** | To be the Adult Social Care Occupational Therapy Champion, promoting the role within the Council, with local partners and engaging in local, regional and national events and policy shaping as appropriate. This will include development and oversight of a Principal Occupational Therapy plan and its delivery and representing the service and occupational therapy in local and national forums. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Professional Occupational Therapy qualification |
| **2.** | Registered Occupational Therapist with Social Work England, and extensive evidence of CPD, with detailed knowledge of the qualification and competency frameworks of occupational therapist |
| **3.** | Expert knowledge of The Care Act 2014, Mental Capacity Act and extensive knowledge of adult safeguarding practice, legislation and research and experience of applying this in complex settings. |
| **4.** | Excellent analytical skills, ability to interpret data and devise action plans based on results, and ability to influence and negotiate at a strategic level. |
| **5.** | Extensive post-qualifying experience and at least 2 years senior management experience including organisational change and ability to influence best practice. |



Job Family

Professional/Technical

Grade K

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| **Colleagues Expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

### Role Characteristics

At this level job holders report to a Head of Service or Director and are responsible for the development and implementation of strategy relating to two or more functions within that Service. Posts carry significant responsibilities for finance and a range of other non-financial assets and job holders will make autonomous decisions and lead the management of change throughout their sphere of influence within the appropriate functional areas.

### The Knowledge and skills required

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented by ongoing professional development and awareness of external legislative and societal change. Also, by a deeper understanding of the Council operational structures which both support and depend upon the job holder’s actions and advice. Roles will be professional experts, providing guidance to those in earlier career stages.

### Thinking, Planning and Communication

Job holders will use their professional expertise to deal with highly complex, pressing issues on a day-to-day basis, but will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years ahead, helping to shape their service’s composition, approach and operating procedures in accordance with wider goals mandated by the Service directorate.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the Council’s reputation. Job holders will have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on and reasoned argument. This will occur in written interactions and can also be in face-to-face verbal exchanges where job holders will advocate the Council’s position in response to opposing opinion in a formal or informal setting.

**Decision Making and Innovation**

The limitations to job holders’ decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Head of Service or Director and will devise and implement strategic plans in relation to several functional areas.

### Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of whole classes of people whether external service users or partners and will be responsible for critical day to day decisions with legal and reputational dimensions and the development of functional/directorate level policy and operating procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

Roles will have full line management responsibility over an entire functional area with differing specialties and employee profiles.

### Impacts and Demands

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention while also managing very high levels of work

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders may at this level find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.